

# Community Outreach Specialist



**Job Code:** 5601  
**Grade:** 127  
**Reports to:** Police Lieutenant  
**Salary Range:** \$46,601 - \$71,426  
**FLSA Status:** Exempt

---

## **GENERAL STATEMENT OF DUTIES**

Performs technical, creative, and administrative work of more than ordinary difficulty and responsibility in building and maintaining relationships with numerous community, business, and private interest groups to resolve concerns and respond to inquiries and information requests; does related work as required.

## **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this classification is responsible for coordinating outreach activities, conducting research, analyzing and interpreting statistical data, providing presentations, and improving existing systems and efforts as applicable. Work is performed under general supervision.

## **ESSENTIAL FUNCTIONS**

Planning, coordinating, managing community programs; preparing and maintaining systems records and files.

## **EXAMPLES OF WORK**

- Plans, coordinates, manages, and participates in citizen and organization outreach programs.
- Gathers, analyzes, and presents data necessary to evaluate the viability of developing programs to meet the needs.
- Interacts with neighborhoods and community organizations and participates in meetings for the identification and solving of problems and issues.
- Assists in planning, promoting, and administering outreach programs and services designed to maintain the quality of life in City neighborhoods, including providing information on forming community associations, setting goals and objectives, and utilizing City and community agency organizations.
- Analyzes, calculates, evaluates, manages, maintains, and reviews crime statistics; executes a plan to disseminate the results to the public, police, and government as necessary.
- Aids and assists station house staff with walk-in and call-in concerns and community complaints.
- Performs related tasks as required.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of general goals and objectives of public programs and services; knowledge of general community needs and applicable public resources including resident aid and assistance agencies; knowledge of the geographical area and demographics of neighborhoods within the City; knowledge of planning, marketing and promotional strategies; ability to organize and administer programs in accordance with established policies and procedures; ability to collect, analyze, and interpret statistics, studies, and surveys, and to make presentations effectively both verbally and in writing; ability to coordinate City services and departments and outside agencies to meet citizen needs; ability to attend evening and weekend meetings and events; ability to establish and maintain effective working relationships with employees, elected and City officials, members of neighborhood organizations, and the general public.

**MINIMUM EDUCATION AND EXPERIENCE**

Graduation from an accredited college or university with an Associate's Degree in Communications, Planning, Business or Public Administration, or a related field, and one (1) to two (2) years of experience in public relations, public administration, or a similar problem solving environment, preferably in a municipal or similar public sector agency; or any equivalent combination of education, training, and experience.

**WORK CONDITIONS**

- This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects.
- Work requires standing, walking, lifting, grasping, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is subject to inside and outside environmental conditions.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.